

The
BOISE



November 2022

FRONT

The official newsletter of the Boise VA Medical Center



BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

THEME OF THE MONTH
Respect for People

November 2022 | National Safety Poster



*Greemar Corpuz, RN
Clinical Nurse Specialist*

*Robert Rahal, FACHE,
MPA, MCM
Patient Experience Officer*

*Christine Sanchez
Systems Redesign
Coordinator*

Responding to Critical Patient Feedback

C

CONTEXT

The Patient Experience Team at the Fresno VAMC conducted a Root Cause Analysis on inpatient Veteran concerns. The team identified improvements to the inpatient survey system and service recovery process to address complaints captured via eVideon, an educational and entertainment platform in the facility's inpatient areas.

A

ACTION

The team created the Service Recovery Program to organize, track and respond to Veteran concerns. Valuing all perspectives, this cross-functional, innovative solution leveraged the new technology to capture the Voice of the Customer and drive improvements. The team recruited and trained Service-level champions to manage and support the program.

R

RESULTS

Since making this change, both Survey of Healthcare Experience of Patients scores and the eVideon response rate for addressing Veteran complaints in 24 hours or less increased by five percent. Respect for People supports an environment where people feel comfortable sharing information and concerns are heard, including those from patients and their families. Now, staff members have a better way to serve Veterans experiencing issues, thereby enabling safer care.

“Respect for People supports an environment where people feel comfortable sharing information and concerns are heard.”

*Christine Sanchez
Systems Redesign Coordinator
Fresno VAMC
Fresno, California*

VA



U.S. Department
of Veterans Affairs

For more information, visit: http://bit.ly/HighReliability_sp

VHA'S JOURNEY TO
**HIGH
RELIABILITY**
Your Care is Our Mission.

EMPLOYEES OF THE MONTH **OCTOBER**



Karen Mullins

Since Karen started with us at the VA last year she has shown an incredible drive to fulfill the organization's mission, and care for each Veteran with the utmost care and respect. The two compliments below echo this statement and show just how much she really cares for our Veterans.

"I am writing because I wanted to let you know what an amazing job my infusion nurse, Karen Mullins has been doing. She is one of the most compassionate and caring people that I have come across in my healthcare journey. I know patients are quick to reach out when they have found something wrong, but in this case, I want to point out what has been done correctly. The Boise VA is a better place with Karen working there." --Infusion Patient

"The IV therapy nurse Karen is exceptionally nice."--Infusion Patient



LEAVE NO VETERAN BEHIND THIS HOLIDAY SEASON

The Veteran
Holiday Sponsorship Program is
open for sponsors and for veteran
nominations now through December 8.

The program is limited to 250 people.
Gifts will be available for pickup or
delivery the week of Christmas. If you
would like to sponsor a veteran or
nominate yourself or another veteran
please contact:

Tammy at (208) 422-1175 or
Jake at (208) 422-1176.

Completed forms can be dropped off
at Voluntary Service or emailed to
boivoluntaryservice@va.gov

Coding Connection

Guidelines on Supportive Documentation for ICD-10

- Selecting the ICD-10 you believe best represents what you addressed during the visit isn't sufficient on its own. You must also document a complete visit with a detailed A/P (Assessment & Plan) to show exactly what conditions/signs & symptoms were addressed.
- The A/P documentation **must** have a status and plan for that condition to show that it was addressed to truly support the ICD-10.
- Be as specific as possible in your documentation and code selection! Your diagnoses and codes entered in the encounter **must** match. Entering a specified code into the encounter does not make up for an unspecified diagnosis in the note.
 - > **Example:** Please specify literalities in the documentation and coding instead of using unspecified codes.
 - > **Example:** If DM has a complication like Neuropathy, please address Neuropathy in the A/P as well as the DM to support the more specific code of "DM with Neuropathy".
 - > **Example:** Please review recent lab work to determine what stage of CKD the Veteran is currently at and don't forget to document that stage with the status and plan.
 - > **Example (Do NOT):** documenting HFREF as a diagnosis then placing Acute HFREF as a diagnosis code. **Do not do this.** They both need to match. Specify to the most specified diagnosis known.
- You may **NOT** code from the problem list or history alone.
- Debridement
 - > CPT allows for sharp debridement rather than excisional when describing excisional debridement, but **sharp provides no impact in ICD-10-PCS. Please document excisional debridement instead of sharp debridement when documenting an inpatient debridement procedure.**
- Osteomyelitis
 - > Must have acuity documented, without acuity it is coded to osteomyelitis, unspecified.

Remember to always document acuity if known

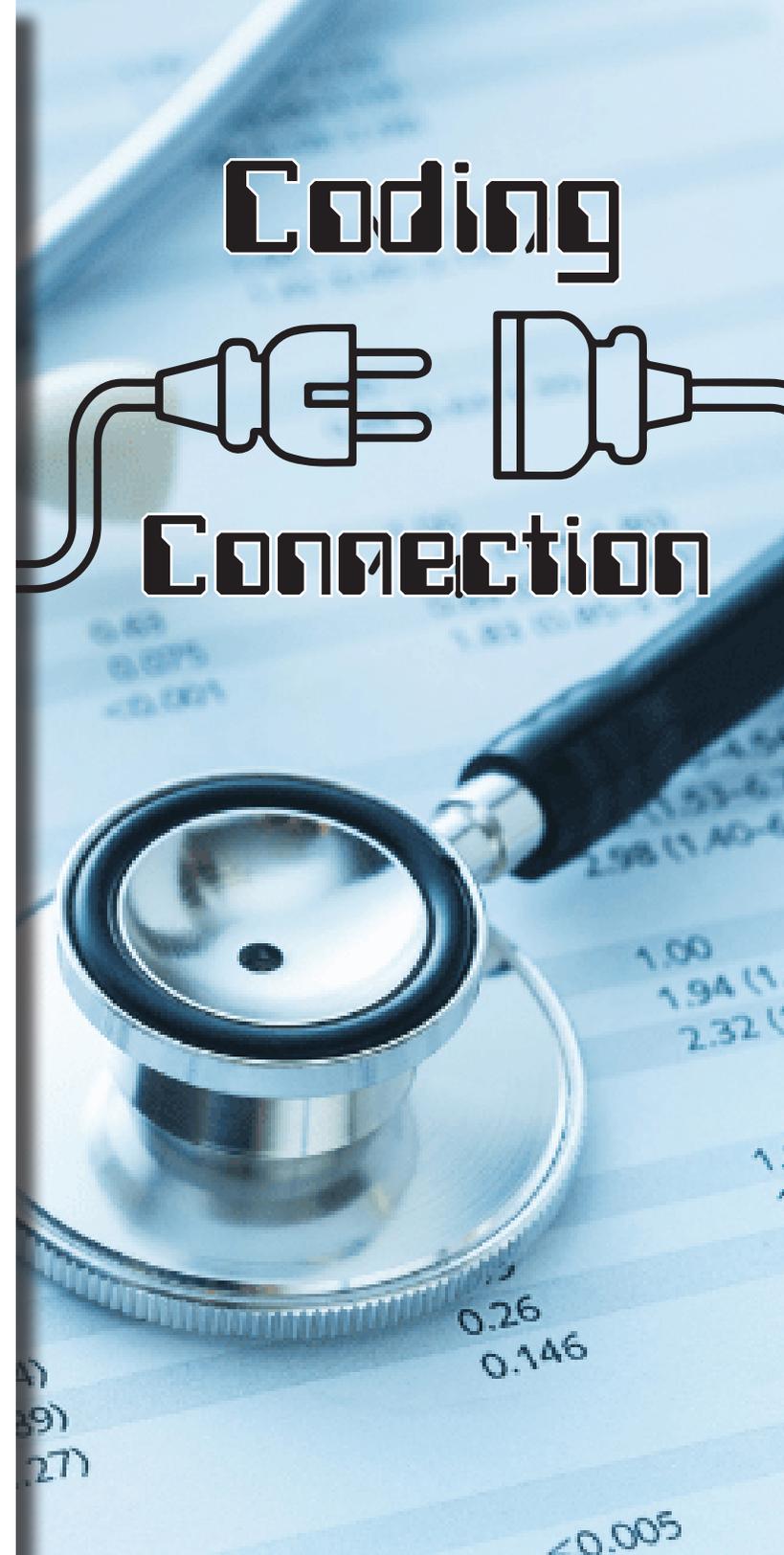
This applies to all visit types of provider and ancillary services. We've seen a big trend where this information is completely missing from visits reviewed by the coding department, Auditor, and CDIS.

Your documentation should reflect the severity of illness and risk of mortality of the patient.

Please don't hesitate to contact us if you have any questions about this coding topic!

Brooke Horlocher, CPC
MRT-Coding Auditor (Outpatient)
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208-422-1000 X4435

Shasta Balke, LPN/RHIT/CCA
MRT-CDIS (Inpatient)
shasta.balke@va.gov
mobile 660-473-0152



VOLUNTEER SPOTLIGHT



Angela Jaconson



I retired from the Air Force (active duty) in 2021 after serving 21 years as an Acquisitions officer (Program Manager). I also served in other specialties, such as ICBM Launch Officer, Command Post Chief, Executive Officer, and Air University Instructor/Professor of Airpower Studies. I served in Iraq from 2009-2010 as an Aide-de-camp/Executive Officer to the US Forces-Iraq Director of Strategy, Plans, and Assessments at Camp Victory, Baghdad.

I was born and raised in Norfolk, VA and attended Va Tech with an AFROTC scholarship. I met my husband, Ben, a Security

Forces Officer, in 2001 at F.E. Warren AFB, WY (Cheyenne), 5 weeks before he left for a remote assignment to Kunsan AB, South Korea. We dated long distance and married in 2003. We were separated by orders until 2005 when the AF finally assigned us together in Ohio, where I worked with the intelligence community on Counterspace Threats and Assessments. In my time as an acquisitions officers, I have bought many weapon systems, including an air-to-surface standoff missile, logistical supply system software, and command and control systems...

and consider myself a 'super shopper' for the Air Force. My most cherished assignment was at Maxwell AFB, AL (Montgomery) where I got to teach several leadership courses to captains, majors, and international officers. Now in retirement, we have no kids or pets, but plenty of hobbies to keep us busy. We enjoy traveling, hiking, and spending time with the family here. I am also teaching bootcamp classes at the local gym in Kuna and joining some book clubs and bunco groups. I also volunteer at Girls on the Run, Kuna library, the Sun Valley Writers Conference, and the

Morrison Center.

When we decided to retire in Idaho, I knew I still wanted to be active in the military community and found the VA to be an epicenter of that activity. It has helped me transition out of active duty while still feeling connected to those that have served alongside me. I have always found ways to volunteer, even when I was a teenage Girl Scout and college sorority gal....and it doesn't hurt to get a few miles of walking in either!

SATURDAY MARCH 11
2023



DISABLED VETERANS
SNOWMOBILE RIDE

DISABLED VETERANS WHO ARE RATED 30% DISABLED OR MORE ARE INVITED ON AN ALL-EXPENSE PAID SNOWMOBILE RIDE IN MCCALL, IDAHO. RIDE WILL INCLUDE PERSONAL RIDING COACH, LUNCH, & SNOWMOBILE. VETS WILL BE CHOSEN ON FIRST-COME BASIS. TO SIGN UP CALL JOSH AT THE BOISE VA BEFORE MARCH 11, 2023 AT (208) 422-1054.



FREE TO ATTEND!

2022 VETERANS LEGAL CLINICS

15 November
20 December

Legal clinics are free & open to veterans and spouses.

Clinics are held from 2PM to 4PM at the Boise VA Medical Center, Bldg. 54. Located at 500 W. Fort Street, Boise, Idaho 83702.

Additional phone appointments with attorneys are available on a case-by-case basis.

Please contact Amanda Pentland, LCSW at (208) 422-1000 ext. 7099 for additional information.



VA

Boise VA
Medical Center

The new PACT Act



JOIN US

December 13th at 4pm
for a special presentation from
Boise VA and DAV staff on the PACT
Act. Learn more about how the
PACT Act will impact veterans.

Call (872) 701-0185
Press 780395425# to
enter conference ID

SPECIAL PRESENTATION

Learn more at VA.gov
1-800-MyVA411 (800-698-2411)

VA



U.S. Department
of Veterans Affairs



YOU ARE INVITED

NEW BENEFITS

The new PACT Act



- » Expands toxic-exposed Veterans access to VA care
- » Extends health care eligibility for Vietnam, Gulf War, and Post-9/11 era combat Veterans
- » Adds new presumptions of service connection for radiation, Agent Orange, Gulf War toxins, and burn pit exposures

EXPANDED VA CARE & BENEFITS

Learn more at [VA.gov](https://www.va.gov)
1-800-MyVA411 (800-698-2411)

VA



U.S. Department
of Veterans Affairs





VA Women's
heart



REGISTER NOW for VA Women's Health Reengagement Training

**OFFERING 50
NATIONWIDE SESSIONS**

Connect with fellow women Veterans in your community and learn what Veteran/women centered VA health care services are available to you

Interested in learning more about VA Health Care?



To register for a virtual session, find a session near you, or get more information, please visit:

https://bit.ly/WVPM_VAwomensheart



Bystander Intervention Training

In-Person Training in LRC (Bldg.29)

Register in TMS Course #4563645

What would you do if you:

- Witnessed sexual harassment?
- Heard an employee yell at another employee or patient?
- Saw a patient being disrespectful to another patient or employee?

Learn what to do:

- Develop skills to recognize potentially aggressive behaviors and be empowered to act.
- Learn how to interrupt situations that are potentially high-risk for violence.
- Practice techniques and strategies to respond to sexual harassment.

Training sessions available:

- December 8, 2022
9:30am - 11am
- March 9, 2023
9:30am - 11am
- June 8, 2023
9:30am - 11am
- September 14, 2023
9:30am - 11am

For more information contact Laura Wetherbee, PhD at (208) 422-1343



YOU CAN BE THE FACE OF CHANGE



The 2022 Combined Federal Campaign (CFC) has kicked off. The CFC is our annual opportunity to give to charities through the workplace. Please open the attached “How to Give” flyer for more information on ways to give.

[Why does the CFC matter?](#)

Through the CFC, you can give to vetted charities via payroll deduction. Giving a little each pay period turns into a significant gift at the end of the year, and the collective impact of all of our gifts over the past 60 years is huge: more than \$8.6 billion. Just last year, the CFC raised \$78 million to help people and communities in need. Each year, you make that happen!

Ready to give? Then, [complete or renew your pledge today](#) and get us off to a strong start.

New to the CFC? There’s a first time for everything! Please consider joining us this year. I am available to answer any questions you might have.

When you complete your pledge, download your [“I Gave” badge](#) to use in your email signature or on social media.

Thank you for your generosity and willingness to change the world through the CFC.

For more information on the local CFC efforts, contact Briana Budell or Heather Gula.



HOW TO GIVE



OUR FAVORITE WAY TO GIVE!

ONLINE

- 1) Visit GiveCFC.org and click DONATE.
- 2) Create an account or log in to your existing account.



- 3) Complete or update your profile:
 - a. Enter the ZIP code of your office to access the correct list of units/offices.



Our office ZIP code is: 83702

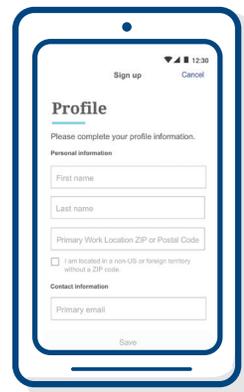
b. Enter your CFC unit code to automatically populate the Department/Agency/Office selections.

Our CFC unit code is: H61MNF

- 4) Search for the charities you want to support.
- 5) Make your pledge by selecting your designated charities and allocating funds or volunteer hours.



CFC GIVING MOBILE APP



Download the App

The CFC Giving Mobile App is available for iPhone and Android devices by searching "CFC Giving" in the app store.



Sign in or create an account

Returning donors: Use the same login as your CFC online pledge portal account.

New donors: Create an account, verify it, and set up your profile.



Search for charities

If you are attending a campaign event, you can see the list of charities participating in your event. Or you can generate your own list of CFC charities and their descriptions by entering search criteria: charity name, CFC Code, EIN, or keyword.



Give

Tap each charity you would like to support and enter your pledge amounts and volunteer hours.



Complete your donation

Update or add a funding source (payroll deduction, bank account, or credit/debit card).

PAPER PLEDGE FORM



Prefer using a good old pen and paper?

You can still complete a paper pledge form. Download the paper form from GiveCFC.org and fill it out using the instructions on the second page. Submit it to your Keyworker.



DONATE TODAY AT GIVECFC.ORG

HOSTED BY THE U.S. OFFICE OF PERSONNEL MANAGEMENT